

ACCESSING JKO USING USERNAME/PASSWORD

FOR USERS WHO HAVE AN EXISTING JKO ACCOUNT:

1. Log on to JKO at <https://jkodirect.jten.mil> and click OK on the DoD Warning Banner. Within the Login to Virtual Campus area of the LCMS Login Page, click the link labeled "Forgot Password?" See below:

JKO
JOINT KNOWLEDGE ONLINE

Welcome to the Joint Knowledge Online (JKO) Learning Content Management System (LCMS)

Need assistance? [Contact the JKO Help Desk](#)

If you need an JKO LMS account but do not have a CAC, [request new username/password JKO access](#).

Joint Knowledge Online Help Desk
0700 - 1900 EST Monday - Friday
JKOHelpDesk@jten.mil
Comm: 757 203-5654
DSN: 668-5654

Login to Virtual Campus

Username:

Password:

[Forgot Username?](#) [Forgot Password?](#) [Received a token? Click here.](#)

CAC Login

[Login using my CAC](#)

JOINT KNOWLEDGE ONLINE

2. User will be prompted to enter their JKO Username and Email address. Then select Submit. See below

IMPORTANT: The email address used must match the Business Email Address within your LMS Profile. Users can update their LMS profile for either their work or home email address. All LMS System generated emails will be sent to this email address. These emails will contain tokens, course enrollment and graduation notices.

The screenshot shows the JKO (Joint Knowledge Online) password reset interface. At the top is the JKO logo and the text "JOINT KNOWLEDGE ONLINE". Below this, a purple header bar is present. The main content area has a light blue background and contains the following text: "You can reset your password by entering your Username followed by your email address into the fields below." and "Once you have entered the necessary information, click the 'Submit' button and a new password will be e-mailed to you." Below this is a red asterisk and the text "* Indicates required fields". There are two input fields: "* Username:" and "* Email Address:". The "Submit" button is highlighted with a red box. Three red arrows point from numbered instructions to the form: 1. points to the Username field, 2. points to the Email Address field, and 3. points to the Submit button.

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You can reset your password by entering your Username followed by your email address into the fields below.

Once you have entered the necessary information, click the 'Submit' button and a new password will be e-mailed to you.

* Indicates required fields

* Username:

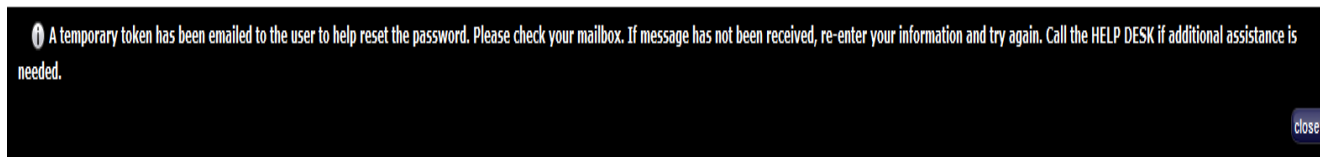
* Email Address:

1. Enter your JKO Username from your LMS profile.

2. Enter your JKO Business Email Address from your LMS profile.

3. Press the Submit button once you've entered the Username and Email Address.

- The system will inform the user a temporary token has been emailed to them. The temporary token is a one-time use password that is used to allow the user to reset their password to something they can easily remember. This token is only valid for a 24-hour time period from time of issuance. This token is emailed to the Business Email address from the user's LMS student profile.



- Upon receipt of the System Generated email containing the token, the user will return to the Login to Virtual Campus area of the LMS Login Page and selects the link labeled "Received a token? Click here." See below.

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Login

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- The user will then be prompted to enter their JKO Username and Token. Then select Submit. See below.

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If you have received your token please enter your user name and token to reset the password

User Name:

Token:

Submit **Cancel**

1. Enter your JKO Username from your LMS profile in this block.

2. Enter or "Copy & Paste" the token you received from the System Generated email in this

3. Press the Submit button once you've entered the Username and Email Address.

- The user will then be prompted to enter a password of their choice. You may not reuse a password you have used in the past. Upon successful password change, you will be redirected to the Login Page to login with your new password. See below.

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Please enter a password of your choice. You may not reuse a password you have used in the past. Upon successful password change, you will be redirected to the Login Page to login with your new password. You should also receive an email confirming your password change. For any additional assistance, please call the HELP DESK.

Your new password must be at least 15 characters in length and must include at least:

- one lowercase alphabetic character
- one uppercase alphabetic character
- one non-alphanumeric (special) character !#\$%&'()*+,-./:;<=?@[\^_`{|}
- one numeric character

New Password:

Confirm New Password:

1. Enter your password of choice here

2. Re-enter your password of choice here

3. Select Reset Password

7. User will then be prompted password change was successful and returned to the DoD Warning banner, click OK to login using your newly created password.
8. From the Login to Virtual Campus area, login using your LMS profile user name and your newly created password. See below.

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Login to Virtual Campus

Username:

Password:

[Forgot Username?](#) [Forgot Password?](#)
[Received a token? Click here.](#)

CAC Login

[Login using my CAC](#)

1. Enter your LMS Username here.

2. Enter your newly created Password here.

3. Select Login

JOINT KNOWLEDGE ONLINE

9. You are now logged in to the JKO LCMS and begin your online training.
10. If you need further assistance contact the JKO Helpdesk via email at kohelpdesk@jten.mil or via phone at COMM: 757-203-5654 or DSN: 68-5654.

